



Learning Disability Strategy Summary 2020 - 2022

This document



This document is quite long and contains lots of information. You may want to read in stages.



We have broken it up into coloured sections to make it easier.



This document has a **Blue Words Glossary** at the back that will tell you the meaning of a **blue word** or **blue term**.



This is a summary of our Learning Disability **Strategy** 2020-22. If you would like to read the full document, visit our website: www.eastamb.nhs.uk

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Section 1. East of England Ambulance Service NHS Trust



We provide 24 hour, 365 days a year accident and emergency services to those in need of emergency medical treatment and transport.



We also provide non-emergency patient transport services for patients.

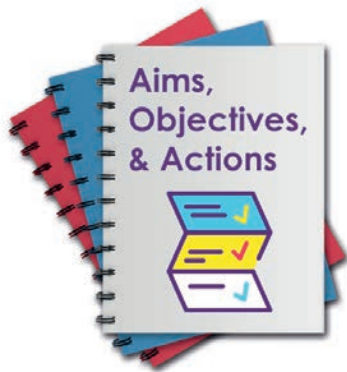


We cover 6 counties in the East of England: Bedfordshire, Hertfordshire, Essex, Norfolk, Suffolk and Cambridgeshire.

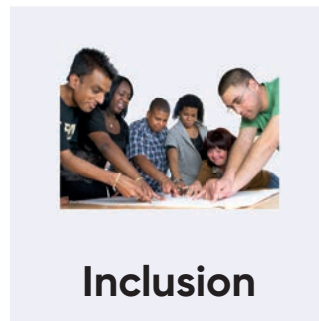
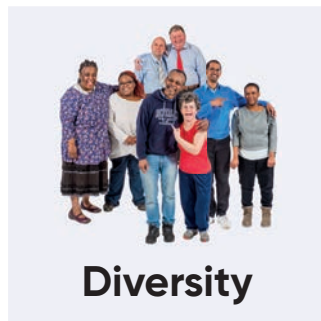
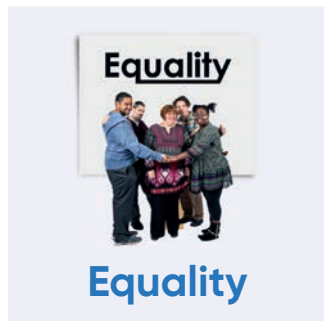


In this document we will refer to the East of England Ambulance Service NHS Trust as **EEAST**.

Section 2. Our equality statement



In all our aims, objectives and actions there will be:



This is to make sure we remain focused on equality of outcome and purpose.



This will also address inequalities in healthcare and employment.

Section 2. **Our equality statement**



As well as promote diversity in healthcare and employment.



The key principle of diversity and inclusion is that it belongs to everyone.



Every individual has the right to be treated with respect and dignity.



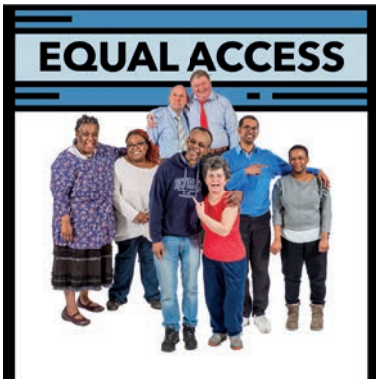
This fits in with our core values.

#WeAreEEAST 

Section 2. Our equality statement



We will make sure our services are anti-discriminatory.



Everyone will have equal access to our services.



There will also be **equality** in the services we provide.



This means we meet the legal requirements under the **Equality** Act 2010 and the specific elements of the Public Sector **Equality** Duty.

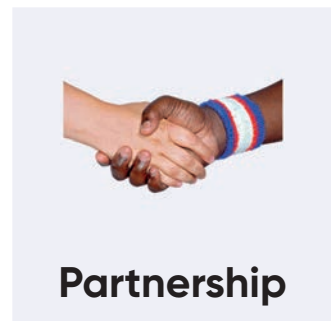
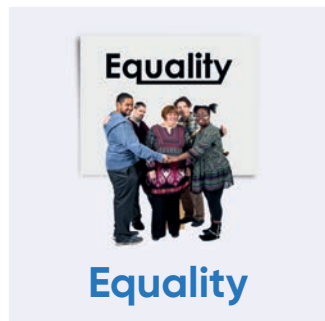
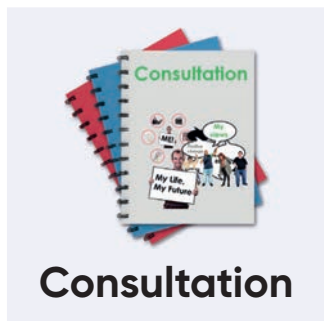
Section 2. Our equality statement



We will use the **Equality Delivery System 2** model to make sure our service priorities are influenced and set by the health needs of all our communities.

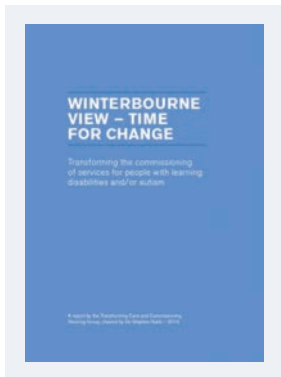


We will do this through:



We will demonstrate “due regard” in all aspects of our business by considering the needs of everyone.

Section 3. Introduction



Quote from **Winterbourne View – Time for Change Report**:



People with learning disabilities and/or autism and their families have a lot of rights in law or government policy:



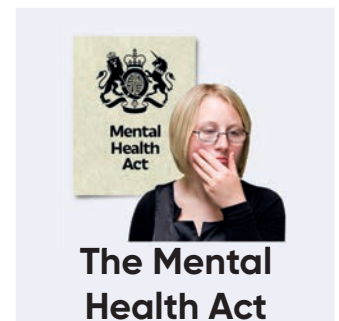
Human Rights law



The Equalities Act



The NHS Constitution



The Mental Health Act



The Care Act



The Mental Capacity Act



The UN Convention on the Rights of Persons with Disabilities

Section 3. Introduction



The lived experience of people with learning disabilities and/or autism and their families is too often very different.



Too often they feel powerless, their rights unclear, misunderstood or ignored.



With the findings of the **Winterbourne View – Time For Change** at the heart of the organisation.



EEAST are working to improve how it delivers care to all patient groups.

Section 3. Introduction



This **strategy** looks at patients that are living with a Learning Disability, Autism, or both.



The **strategy** has been developed with support from partners and patients using information and **national guidance** from many different places.



Details of which are available in the full document.



The development of this **strategy** has increased the **recognition** and importance that **EEAST** places upon meeting the various needs of our patients, relatives and carers.

Section 3. Introduction



The term “everyone counts” highlights the need to achieve our set goals over the coming years.



To deliver care within a culture that improves the health, outcomes and patient experience of people with learning disabilities, and their carers, living within our area.

Section 4. What are we planning to achieve?



The strategy has 6 main aims:



Aim 1. Deliver **compassionate** person-centred care and **recognise** the **uniqueness** of all living with a learning disability, autism or both.



Aim 2. Develop a skilled and **effective** workforce able to champion **compassionate** person-centred care.



Aim 3. Develop the “easy read” option within all **EEAST** communications workstreams and patient care **documentation**.

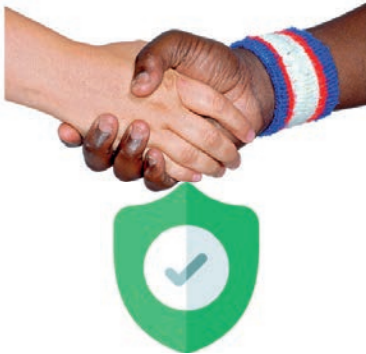
Section 4. What are we planning to achieve?



Aim 4. Seek and action feedback from people living with a learning disability, autism or both and their carers to improve the quality of service we provide.



Aim 5. Develop **internal systems** that allow the patient living with a learning disability, autism or both to be placed at the centre of joint care planning.



Whilst making sure that that their rights are protected and respected in all aspects of **EEAST** business.



Aim 6. Develop **effective** partnerships with local agencies (health, social care, **third sector**) to improve care and outcomes.

Section 5.

How will we know we are delivering on our aims?



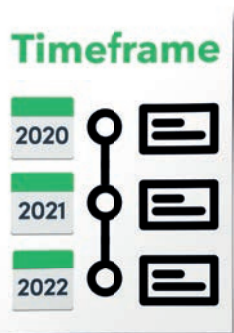
We are planning to deliver the aims over a three year period.



The next pages of this document will explain the milestones that have been identified and the work that we need to do to achieve our ambition.



The next pages of this document will also explain what will be needed to support us over the next three years to deliver the main aims.



As well as the timeframe that we have given ourselves to deliver the main aims.

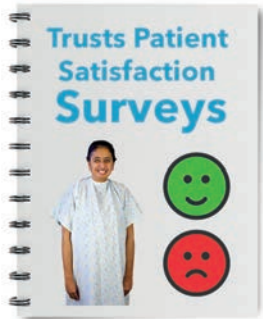


Aim 1. Deliver **compassionate person-centred care and **recognise** the **uniqueness** of all living with a learning disability, autism or both.**

Section 6. Aim 1: What will we do?



We will review **engagement** pathways.



We will redesign the Trusts Patient Satisfaction Surveys.



We will do this through **co-production**.



This will increase **opportunities** to gather feedback from patients and carers living with learning disability, autism or both.

Section 6. Aim 1: What will we do?



We will develop an educational **framework**.



This allows the sharing of best practice.



It will identify individual needs within urgent and emergency care, as well as in planned patient contact.



We will promote the **NHS 6Cs**.

Section 6. Aim 1: What will we do?



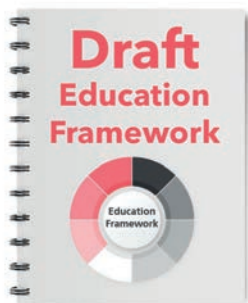
Year 1



We will get feedback from users of our service through a series of events.



We will create and use a clear **delivery model** across the **EEAST**.

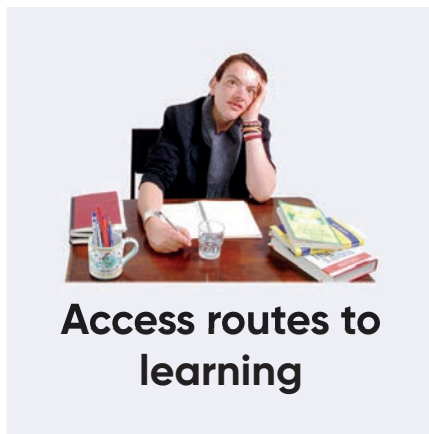


We will construct a draft of the educational **framework**.

Section 6. Aim 1: What will we do?



The education **framework** will outline:



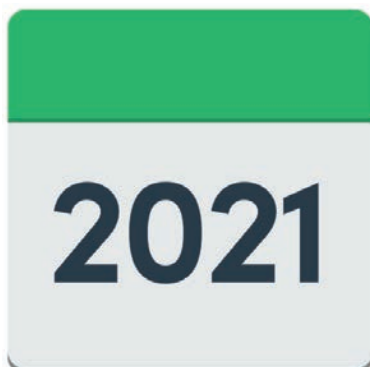
Access routes to learning



Required learning outcomes



The **NHS 6Cs** will be promoted as a key part of this.



Year 2

Section 6. Aim 1: What will we do?



We will individually look at Patient Satisfaction Surveys from people with a and/or autism. This will identify changes that learning disability need to be made.



We will introduce Learning Disability Ambassadors across the **EEAST**.



Year 3



Patient Satisfaction Surveys from people living with a learning disability and/or autism will have become part of the annual survey programme.

Section 6. Aim 1: What will we do?



The information provided will help **EEAST** to determine what is working well and identify areas for improvements.



EEAST will show 100% of **clinical staff** and Patient Transfer Service staff will have had awareness training about learning disability, autism or both.



Learning Disability Ambassadors will have been introduced to all **EEAST localities**.



Patient Satisfaction Survey forms will confirm that at least 90% of our patients, carers and staff feel supported.



Aim 2. Develop a skilled and **effective workforce able to champion **compassionate** person-centred care.**

Section 7. Aim 2: What will we do?



We will develop and have in place, great awareness and training sessions based on best practice and person-centred care.



We will make sure there is the same level of good training across the whole **EEAST**.



Support the carrying out of training.



Keep an eye on and evaluate the carrying out of the training within **EEAST**.

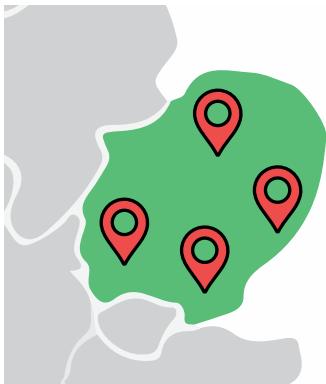
Section 7. Aim 2: What will we do?



Year 1



The right training resource for front line **Clinical staff** and **Emergency Operations Centre** staff will have been found.



A few different places from across the **EEAST** will be chosen to try the training resource.



All the **EEAST directorates** will come up with a plan together that lets staff groups access the training package.

Section 7. Aim 2: What will we do?



Feedback will then be evaluated and used to support year 2 roll out.



Year 2



60% of all staff and volunteers will have done the learning disability and autism awareness training.



They will now have the right skills and values to give good care.

Section 7. Aim 2: What will we do?



Year 3



100% of all staff and volunteers will have done the learning disability and autism awareness training.



They will now have the right skills and values to give good care.



Aim 3. Develop the easy read option within all **EEAST communications workstreams and patient care **documentation**.**

Section 8. Aim 3: What will we do?



The way we give out information to our staff, patients or the general public is known as communications.



Leaflet



Communications can be in printed formats such as leaflets, booklets and letters.

Booklet



Letter



Email



Communications can also be in digital formats such as emails, webpages and social media.

Webpage



Social Media



We will complete a review of all **EEAST** communications, digital communications, and patient care documents.

Section 8. Aim 3: What will we do?



We will identify “what good looks like” within easy read formats and digital tools.



We will make some important **EEAST** documents into easy read to allow review and feedback to be taken from people.



We will use the feedback and results to develop a plan to help produce more easy read.



We will make sure that everyone in **EEAST** has adopted an easy read approach into all areas.

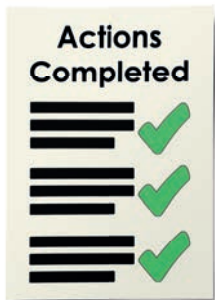
Section 8. Aim 3: What will we do?



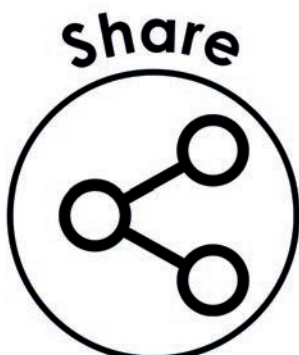
Year 1



We will have identified actions through the feedback.



We will show that the identified actions have been completed.



This will be shared to support year 2 activity.

Section 8. Aim 3: What will we do?



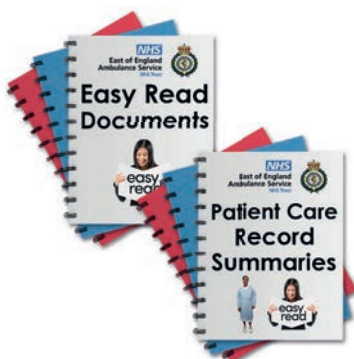
Year 2



We will do an outside review of **EEAST** early easy read outcomes to if they were successful.



Year 3



Easy read documents and patient care record summaries will be seen as business as usual within **EEAST** business and workstreams.



Aim 4. Seek and action feedback from people living with a learning disability, autism or both and their carers to improve the quality of service we provide.

Section 9. Aim 4: What will we do?



We will identify groups and events that may support a “pop up” focus group.



“Pop up” focus group



This is the model currently used within the **EEAST** Dementia Strategy 2017-20.



“Pop up” focus group

We will then run a pop up focus group.



We will come up with a plan that supports the Patient Experience Team to do at least 3 “pop up” focus groups events per year.

Section 9. Aim 4: What will we do?



Year 1



We will identify groups and events within communities that may support a "pop up" focus group.



Year 2



Within selected areas we will run a series of "pop up" focus groups.

Section 9. Aim 4: What will we do?



Year 3



We will have surveyed at least 90% of our patients and carers living with a learning disability, autism or both. They will feel supported and rate our care as good/excellent.



We will have made clear links between **EEAST** and groups that support people living with a learning disability, autism or both.



Aim 5. Develop **internal systems that allow the patient living with a learning disability, autism or both to be placed at the centre of joint care planning whilst making sure that their rights are protected and respected in all aspects of **EEAST** business.**

Section 10. Aim 5: What will we do?



We will Appoint a Learning Disability and Autism Lead for the **EEAST**.



We will make sure that the **EEAST** meets the **Equality Act 2010** requirements on people living with learning disabilities, autism or both.



We will also make sure the wider human rights of these people are respected and protected, as required by the Human Rights Act.

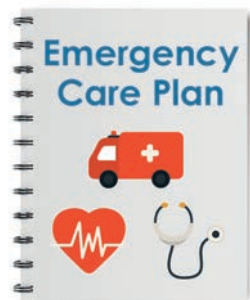


We will make sure that learning disability and autism friendly aspects are included in **Equality Impact Assessments** for new **processes** and **procedures**.

Section 10. Aim 5: What will we do?



Everyone will be involved at the point of contact where practical.



We will work with all when there is a pre-existing plan in place to deliver care in an emergency.



Year 1

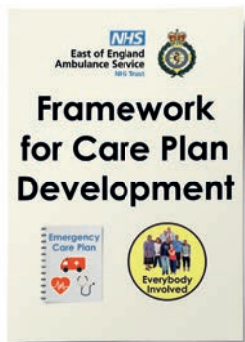


We will appoint a learning disability and autism lead for **EEAST**.

Section 10. Aim 5: What will we do?



Review existing **EEAST** policies and **processes** to highlight any area that do not meet the current **Equality** Act requirements.



Develop a **framework** that allows all to be included at the planning stage of care plan development.

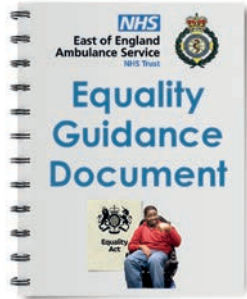


Year 2



Where identified, anything not good enough around **EEAST** policies will be corrected.

Section 10. Aim 5: What will we do?



To make sure all documents created are compliant with the **Equality Act**, a guidance document will be created and piloted to support **EEAST** management teams.



Respecting and protecting the rights of patients with learning disabilities autism or both should be at the centre of this document.



Apply the developed **framework** supporting care planning to be piloted by the **frequent caller team**.

Section 10. Aim 5: What will we do?



Year 3



We will make sure all **EEAST** documents and care plans will be compliant with **legislation**.



They should be seen to promote a culture that supports inclusion and respect, within all aspects of **EEAST** business.



The care planning **framework** to be considered as business as usual across all relevant **EEAST** business.



Aim 6. Develop *effective* partnerships with local agencies (health, social care, *third sector*) to improve care and outcomes.

Section 11. Aim 6: What will we do?



We will review existing care pathways to make improvements where needed to avoid taking people to Emergency Departments when this is not necessary.



We will develop digital pathways.



This will support patients, carers, relatives and **EEAST** staff to meet the needs of everyone accessing healthcare through the 999 system.



These pathways will help everyone to access appropriate professionals with expertise in learning disabilities when needed.

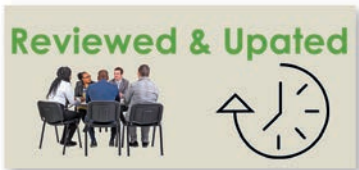
Section 11. Aim 6: What will we do?



We will develop partnerships with learning disability and autism health and /or social care providers.



Year 1



All relative care pathways will have been reviewed and updated to reflect the needs of people living with a learning disability, autism or both.



A review of existing links with the relative health/ social/care providers will have been completed.



Section 11. Aim 6: What will we do?



An exercise will have been completed that identifies the appropriate professional group to support the development of digital pathways within an **Ambulance Operations Centre**.



Year 2



We will have made contact with key groups in **EEAST** covered areas.



We will have done a local pilot that supports access to specialist Health Care Professionals through a digital pathway.

Section 11. **Aim 6: What will we do?**



Year 3



Relevant Meetings with key groups will be attended and incorporated in to **EEAST** business as usual.



Digital pathways that supports access to specialist Health Care Professionals will be delivered as **EEAST** business as usual.

Section 12. Blue words glossary



Ambulance Operations Centre

Where our call handlers and dispatchers work to answer 999 calls and send emergency vehicles.



Clinician Staff

Staff who assist healthcare professionals in the delivery of patient care.



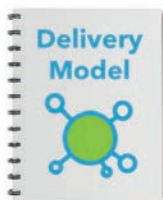
Co-production

People, carers and professionals working together as equal partners.



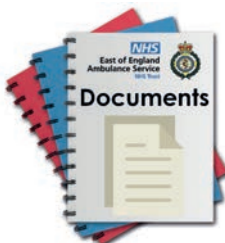
Compassionate

Feeling or showing sympathy and concern for others.



Delivery model

A plan for how a service, program or outcomes are carried out.



Documentation

Set of documents containing information. Can be in printed or digital formats.



Directorate

A section of a NHS department in charge of a particular activity.

Section 12. Blue word glossarys



Effective

Being successful or achieving an intended outcome, result, aim or objective.



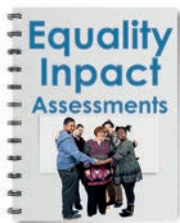
Emergency Operations Centre

It receives 999 calls from members of the public as well as other emergency services. It then provides advice and dispatches an ambulance service to the scene as appropriate.



Equality

The right of different groups of people to receive the same treatment.



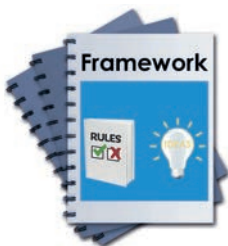
Equality Impact Assessment

A tool for identifying the potential impact of our policies, services and functions on our patients and staff.



Engagement event

Get people to have conversations talk about certain topics during an event.



Framework

An outline of rules, ideas or beliefs which are used to decide what to do.



Frequent Caller Team

They help patients who call 999 often by offering advice and signposting them to helpful services.

Section 12. Blue word glossarys



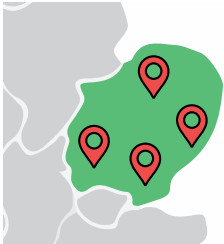
Internal systems

A set of things working together within the East of England Ambulance Service NHS Trust.



Legislation

A law or set of laws suggested by a government and made official by a parliament.



Locality

An area or neighbourhood.



National guidance

Guidelines on important things that are used everywhere in the United Kingdom.



NHS 6Cs

The core values of the NHS.



Opportunity

A situation that makes it possible to do something.



Procedure

A formal or official way of doing something.

Section 12. Blue word glossary



Process

Actions or steps taken to achieve something in particular.



Recognition/Recognise

An agreement that something is true.



Strategy

A plan of action designed to achieve a long-term or overall aim.



Third sector

Part of the society made up of organisations separate from the government and non-profit-making organisations. This includes charities, voluntary and community groups, etc.



Uniqueness

Something being different to everything else.



Winterbourne View – Time For Change

A report by the Transforming Care and Commissioning Steering Group in response to the Winterborne View scandal.

Learning Disability Strategy Summary

2020 – 2022



This booklet was written to support **EEAST** to deliver appropriate care to all living with any form of Learning Disability that come in to contact with the Trust.



The initial strategy document was developed by Duncan Moore, clinical lead with **EEAST**. The final strategy document was created following feedback from many partners, interested parties, and critical friends. For this Duncan would like to express his thanks to all.



For this Duncan would like to express his thanks to all.



Designed by: **Ace Anglia: Accessible Information**

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Made using:

